<u>IN THE CLAIMS</u>

1. through 19. (Canceled).

20. (New) A method of managing escalation of a process associated with an enterprise, the method comprising the steps of:

obtaining a request from a process associated with an enterprise, the process having one or more tasks associated therewith;

decomposing the one or more tasks associated with the process into one or more subtasks;

mapping the one or more subtasks to one or more roles;

allocating one or more available resources for the one or more roles;

launching at least one communication session such that data associated with the process is transferable to the one or more allocated resources;

adding annotation to the one or more subtasks such that at least a portion of the annotation may be transferred to the one or more allocated resources;

obtaining one or more responses from the one or more resources;

selecting an action to perform, wherein the action is selected from actions comprising launching a new communication session based on at least a portion of the one or more responses from the one or more allocated resources or a task management policy, reallocating one or more new resources, aggregating the one or more responses from the one or more allocated resources, and providing a response to the process; and

performing the selected action;

wherein one or more individuals are associated with the one or more roles, and the one or more resources comprise one or more computing devices.

21. (New) Apparatus for managing escalation of a process associated with an enterprise, the apparatus comprising:

a memory; and

at least one processor coupled to the memory and operative to:

obtain a request from a process associated with an enterprise, the process having one or more tasks associated therewith;

decompose the one or more tasks associated with the process into one or more subtasks;

map the one or more subtasks to one or more roles;

allocate one or more available resources for the one or more roles;

launch at least one communication session such that data associated with the process is transferable to the one or more allocated resources;

add annotation to the one or more subtasks such that at least a portion of the annotation may be transferred to the one or more allocated resources;

obtain one or more responses from the one or more resources;

select an action to perform, wherein the action is selected from actions comprising launching a new communication session based on at least a portion of the one or more responses from the one or more allocated resources or a task management policy, reallocating one or more new resources, aggregating the one or more responses from the one or more allocated resources, and providing a response to the process; and

perform the selected action;

wherein one or more individuals are associated with the one or more roles, and the one or more resources comprise one or more computing devices.

22. (New) An article of manufacture for managing escalation of a process associated with an enterprise, comprising a computer readable storage medium containing one or more programs which when executed by a computer implement steps of:

obtaining a request from a process associated with an enterprise, the process having one or more tasks associated therewith;

decomposing the one or more tasks associated with the process into one or more subtasks;

mapping the one or more subtasks to one or more roles;

allocating one or more available resources for the one or more roles;

launching at least one communication session such that data associated with the process is transferable to the one or more allocated resources;

adding annotation to the one or more subtasks such that at least a portion of the annotation may be transferred to the one or more allocated resources;

obtaining one or more responses from the one or more resources;

selecting an action to perform, wherein the action is selected from actions comprising launching a new communication session based on at least a portion of the one or more responses from the one or more allocated resources or a task management policy, reallocating one or more new resources, aggregating the one or more responses from the one or more allocated resources, and providing a response to the process; and

performing the selected action;

wherein one or more individuals are associated with the one or more roles, and the one or more resources comprise one or more computing devices.